

## Preauthorized Payment Plan Terms and Conditions

- I (We) acknowledge that this authorization is provided for the benefit of Direct Energy, a business unit of Direct Energy Marketing Limited ("Direct Energy"), and my (our) bank and is provided in consideration of my (our) bank agreeing to process debits and credits against my (our) account in accordance with the rules of the Canadian Payments Association.
- I (We) warrant and guarantee that all persons whose signatures are required to sign on this account have signed the Preauthorized Payment Plan Service Agreement.
- I (We) hereby authorize Direct Energy to draw or deposit on my (our) account number with the branch of the financial institution I (we) maintain an account. This authorization may be cancelled at any time upon notice by me (us).
- I (We) acknowledge that, in order to revoke this authorization, notice of revocation must be provided to Direct Energy.
- I (We) acknowledge that provision and delivery of this authorization to Direct Energy constitutes delivery by me (us) to my (our) bank. Any delivery of this authorization to Direct Energy constitutes delivery by me (us).
- I (We) undertake to inform Direct Energy in writing of any change in the account information provided in this authorization at least 10 days prior to the next due date of the Preauthorized Debit (PAD).
- I (We) acknowledge that my (our) bank is not required to verify that a PAD has been issued in accordance with the particulars of my (our) authorization, including, but not limited to, the amount.
- I (We) acknowledge that my (our) bank is not required to verify that any purpose of payment for which the PAD was issued has been fulfilled by Direct Energy as a condition to honoring a PAD issued or caused to be issued by Direct Energy on my (our) account.
- Revocation of this authorization does not terminate any contract for goods or services that exists between me (us) and Direct Energy. My (Our) authorization applies only to the method of payment and does not otherwise have any bearing on the contract for goods or services exchanged.
- A PAD may be disputed by me (us) under the following conditions:
  1. The PAD was not drawn in accordance with my (our) authorization; or
  2. The authorization was revoked; or
  3. Preauthorization was not received.
- I (We) acknowledge that in order to be reimbursed, a declaration to the effect that either (1), (2) or (3) took place, must be completed and presented to the branch of the financial institution holding my (our) account up to and including 90 calendar days in the case of a personal/household PAD (or up to and including 10 business days in the case of a business PAD), after the date on which the PAD in dispute was posted to my (our) account.
- I (We) acknowledge that a claim on the basis that my (our) authorization was revoked, or any other reason, is a matter to be resolved solely between Direct Energy and me (us), when disputing any PAD after 90 calendar days in the case of a personal/household PAD (or 10 business days in the case of a business PAD).
- I (We) acknowledge that upon finalizing my (our) bill with Direct Energy, the amount will be withdrawn or refunded from/to my (our) account. Unless my (our) Direct Energy account is in a business name and/or classified other than as a residential customer, preauthorized debits shall be designated as personal/household and handled in that manner.

# Direct Energy Preauthorized Payment Plan

Simple. Friendly. Direct.

No more cheque writing,  
postage, payment lineups,  
late payments or making  
arrangements for payment  
while you're away!



Direct Energy™



Direct Energy™

# Preauthorized Payment Plan Request Form

Customer's Name

Service Address

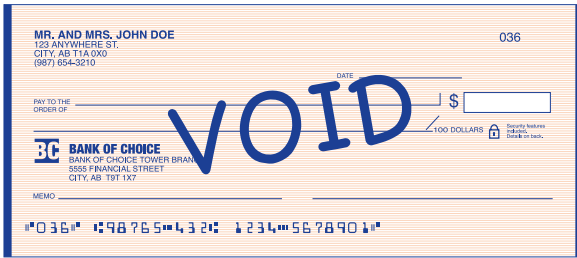
Town or City

Postal Code

Telephone (Residential)

(Business)

Please include a copy of your void cheque.



## Preauthorized Payment Plan Service Agreement

- I (We) acknowledge that I (we) have read and understand the provisions contained in the Terms and Conditions\* of the Preauthorized Payment Plan Authorization.
- I (We) authorize Direct Energy, a business unit of Direct Energy Marketing Limited, to:

- Accept the signature(s) below as that (those) required to sign on the bank account provided and
- Begin automated withdrawals for payment of my/our monthly bill.

Authorized Signature(s): (As you would sign your cheques)

(I) Signature

(II) Signature

Date:

\*Terms and Conditions are included in this pamphlet.

Return to:

Direct Energy

P.O. Box 2425

Edmonton, Alberta T5J 2R4

For Office Use Only

## To join the Preauthorized Payment Plan:

- Complete and sign the attached Preauthorized Payment Plan Request Form.
- Provide us with a void cheque.

## How does it work?

- Once enrolled, you will receive a statement each month.
- Your statement will show the amount of your payment and date it is deducted from your bank account.
- A message will appear on your statement each month to keep you informed of your transactions.

## When is the payment withdrawn from your account?

- Watch for a message on your statement to indicate you are on the Preauthorized Payment Plan.
- The date and withdrawal amount will be shown on your monthly statement.
- Your payment will be withdrawn on the morning of the billing due date.

## What if your bank account changes?

- Simply advise us in writing at least 10 days before your billing date. Please include a new void cheque. We'll do the rest:  
Direct Energy  
P.O. Box 2425, Edmonton, Alberta T5J 2R4

## Wait! Have you:

- Completed the attached Preauthorized Payment Plan Request Form?
- Attached a void cheque?
- Reviewed the attached Terms and Conditions?

## Remember:

- Please continue to pay your bill in your usual manner until your statement confirms your Preauthorized Payment date and withdrawal amount.

## YOUR PRIVACY MATTERS:

At Direct Energy, your privacy is a priority. We are committed to keeping your confidential information confidential.

To read our privacy policy, visit

[directenergy.com](http://directenergy.com)

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